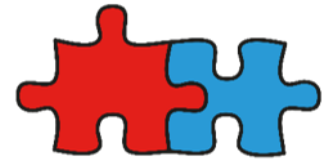


**Job Description: Family Support Officer**

**School: The Rothwell Schools**

**Reports to: Headteacher / SENDCo**

**Salary: Grade G**



**Rothwell Schools**

**Job Purpose**

The Family Support Officer acts as a vital bridge between the school and home. The primary goal is to empower parents and carers to take an active role in their child's education and well-being. By providing early intervention, emotional support, and practical guidance, you will help remove barriers to learning and ensure every child has a stable, supportive environment to thrive in.

**Key Responsibilities**

**1. Family Engagement & Support**

- **Build Relationships:** Establish trust with parents/carers, particularly those who may feel marginalised or reluctant to engage with the school.
- **Home Visits:** Conduct home visits to assess needs and provide support in a familiar environment.
- **Crisis Intervention:** Provide immediate support to families in times of crisis, directing them to appropriate internal or external services.
- **Parenting Programs:** Organise and facilitate workshops on topics such as positive behaviour management, healthy routines, and supporting literacy at home.

**2. Multi-Agency Collaboration**

- **Signposting:** Act as a navigator for families to access external services (e.g., Housing, Children's Social Care, Mental Health Services, and Food Banks).
- **Team Around the Family (TAF):** Attend and contribute to multi-agency meetings, ensuring the family's voice is heard and progress is tracked.
- **Safeguarding:** Work closely with the Designated Safeguarding Lead (DSL) as a deputy designated safeguarding lead (DDSL), to report concerns and maintain rigorous records in line with school policy.

**3. Improving Pupil Outcomes**

- **Attendance:** Monitor persistent absence and work with families to identify and resolve the root causes of poor attendance.
- **Transition Support:** Assist families during key transitions, such as moving from Nursery to Reception or Primary to Secondary school.
- **Well-being:** Identify children who may be struggling emotionally due to home circumstances and provide 1-to-1 or small group support.

## **Person Specification**

<b><u>Attribute</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b><u>Qualifications &amp; Training</u></b>	GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and maths	
<b><u>Experience</u></b>	Experience working with vulnerable families or in a school setting.	Experience delivering parenting programs (e.g., Triple P, Drawing and Talking).
<b><u>Knowledge</u></b>	Strong understanding of Safeguarding and Child Protection.	Knowledge of local community resources and services.
<b><u>Skills</u></b>	Exceptional empathy, active listening, and conflict resolution.	Ability to use data tracking software (e.g., CPOMS, SIMS, My Concern, Teams).

## **Working Conditions**

- This role requires a flexible approach, as some meetings or home visits may need to take place outside of standard school hours.
- Enhanced DBS check is mandatory.
- On-going staff training available.

*Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks expected to be carried out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Executive Headteacher.*